

**DECLARATION AND POWER OF ATTORNEY
FOR PATENT APPLICATION**ATTORNEY DOCKET NO. 100110219-1

As a below named inventor, I hereby declare that:

My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

TOTAL CUSTOMER EXPERIENCE SOLUTION TOOLSET

the specification of which is attached hereto unless the following box is checked:

() was filed on _____ as US Application No. or PCT International Application
Number _____ and was amended on _____ (if applicable).

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

Foreign Application(s) and/or Claim of Foreign Priority

I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor(s) certificate listed below and have also identified below any foreign application for patent or inventor(s) certificate having a filing date before that of the application on which priority is claimed:

| COUNTRY | APPLICATION NUMBER | DATE FILED | PRIORITY CLAIMED UNDER 35 U.S.C. 119 |
|---------|--------------------|------------|--------------------------------------|
| | | | YES: _____ NO: _____ |
| | | | YES: _____ NO: _____ |

Provisional Application

I hereby claim the benefit under Title 35, United States Code Section 119(e) of any United States provisional application(s) listed below:

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U. S. Priority Claim

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POWER OF ATTORNEY:

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Customer Number **022879**Place Customer
Number Bar Code
Label here

Send Correspondence to:
HEWLETT-PACKARD COMPANY
 Intellectual Property Administration
 P.O. Box 272400
 Fort Collins, Colorado 80527-2400

Direct Telephone Calls To:

Trueman H. Denny III James P. Hao
 (650) 857-3870 (408) 938-9060

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Inventor: **Christopher Dean FARNES** Citizenship: **USA**Residence: **1114 N. Summit Boulevard, Spokane, WA 99201**Post Office Address: **SAME AS RESIDENCE**

Inventor's Signature _____

Date _____

**DECLARATION AND POWER OF ATTORNEY
FOR PATENT APPLICATION (continued)**

ATTORNEY DOCKET NO. 100110219-1

Full Name of # 2 joint inventor: Amy SILVERMAN

Citizenship: USA

Residence: 501 SE 123rd Avenue #E28, Vancouver, WA 98683

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 3 joint inventor: Stephen Paul BEAR

Citizenship: British

Residence: 27 Gloucester Road, Almondsbury, Bristol, UK BS32 4HH

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 4 joint inventor: David J. WONG

Citizenship: USA

Residence: 11171 W. Edgewood Drive, Boise, ID 83709

Post Office Address: SAME AS RESIDENCE

Inventor's Signature David J. Wong

Date 2/14/02

Full Name of # 5 joint inventor: Suzanne JONAS

Citizenship: USA

Residence: 1036 Vista Pointe Circle, San Ramon, CA 94583

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 6 joint inventor: _____

Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____

Date _____

Full Name of # 7 joint inventor: _____

Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____

Date _____

Full Name of # 8 joint inventor: _____

Citizenship: _____

Residence: _____

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Full Name of Inventor: Christopher Dean FARNES Citizenship: USAResidence: 1114 N. Summit Boulevard, Spokane, WA 99201Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

**DECLARATION AND POWER OF ATTORNEY
FOR PATENT APPLICATION (continued)**

ATTORNEY DOCKET NO. 100110219-1

Full Name of # 2 joint inventor: Amy SILVERMAN

Citizenship: USA

Residence: 501 SE 123rd Avenue #E28, Vancouver, WA 98683

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 3 joint inventor: Stephen Paul BEAR

Citizenship: British

Residence: 27 Gloucester Road, Almondsbury, Bristol, UK BS32 4HH

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 4 joint inventor: David J. WONG

Citizenship: USA

Residence: 11171 W. Edgewood Drive, Boise, ID 83709

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____

Date _____

Full Name of # 5 joint inventor: Suzanne JONAS

Citizenship: USA

Residence: 1036 Vista Pointe Circle, San Ramon, CA 94583

Post Office Address: SAME AS RESIDENCE

Inventor's Signature *Suzanne Jonas*

Date 2/14/02

Full Name of # 6 joint inventor: _____

Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____

Date _____

Full Name of # 7 joint inventor: _____

Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____

Date _____

Full Name of # 8 joint inventor: _____

Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____

Date _____

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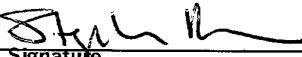
**DECLARATION AND POWER OF ATTORNEY
FOR PATENT APPLICATION (continued)**

ATTORNEY DOCKET NO. 100110219-1

Full Name of # 2 joint inventor: Amy SILVERMAN Citizenship: USA
Residence: 501 SE 123rd Avenue #E28, Vancouver, WA 98683
Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 3 joint inventor: Stephen Paul BEAR Citizenship: British
Residence: 27 Gloucester Road, Almondsbury, Bristol, UK BS32 4HH
Post Office Address: SAME AS RESIDENCE

Inventor's Signature  Date 22 February '02

Full Name of # 4 joint inventor: David J. WONG Citizenship: USA
Residence: 11171 W. Edgewood Drive, Boise, ID 83709
Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 5 joint inventor: Suzanne JONAS Citizenship: USA
Residence: 1036 Vista Pointe Circle, San Ramon, CA 94583
Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 6 joint inventor: _____ Citizenship: _____
Residence: _____
Post Office Address: _____

Inventor's Signature _____ Date _____

Full Name of # 7 joint inventor: _____ Citizenship: _____
Residence: _____
Post Office Address: _____

Inventor's Signature _____ Date _____

Full Name of # 8 joint inventor: _____ Citizenship: _____
Residence: _____
Post Office Address: _____

Inventor's Signature _____ Date _____

100110219-1

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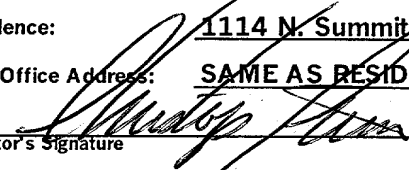
Customer Number **022879**Place Customer
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Trueman H. Denny III **James P. Hao**
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Full Name of Inventor: **Christopher Dean FARNES** Citizenship: **USA**Residence: **1114 N. Summit Boulevard, Spokane, WA 99201**Post Office Address: **SAME AS RESIDENCE**Inventor's Signature:  Date: **02-13-2002**

**DECLARATION AND POWER OF ATTORNEY
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ATTORNEY DOCKET NO. 100110219-1

Full Name of # 2 joint inventor: Amy SILVERMAN Citizenship: USA

Residence: 501 SE 123rd Avenue #E28, Vancouver, WA 98683

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 3 joint inventor: Stephen Paul BEAR Citizenship: British

Residence: 27 Gloucester Road, Almondsbury, Bristol, UK BS32 4HH

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 4 joint inventor: David J. WONG Citizenship: USA

Residence: 11171 W. Edgewood Drive, Boise, ID 83709

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

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Residence: 1036 Vista Pointe Circle, San Ramon, CA 94583

Post Office Address: SAME AS RESIDENCE

Inventor's Signature _____ Date _____

Full Name of # 6 joint inventor: _____ Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____ Date _____

Full Name of # 7 joint inventor: _____ Citizenship: _____

Residence: _____

Post Office Address: _____

Inventor's Signature _____ Date _____

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Residence: 501 SE 123rd Avenue #E28, Vancouver, WA 98683

Post Office Address: SAME AS RESIDENCE

Inventor's Signature: *Amy Silverman* Date: *February 21, 2002*

Full Name of # 3 joint inventor: Stephen Paul BEAR Citizenship: British

Residence: 27 Gloucester Road, Almondsbury, Bristol, UK BS32 4HH

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Inventor's Signature: _____ Date: _____

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Full Name of # 7 joint inventor: _____ Citizenship: _____

Residence: _____

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Inventor's Signature: _____ Date: _____

Full Name of # 8 joint inventor: _____ Citizenship: _____

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Inventor's Signature: _____ Date: _____